

## 215 - Utilities and Transportation Comm

### A001 Administration

This activity provides administrative, financial, human resource, and information services to the Utilities and Transportation Commission (UTC).

	FY 2006	FY 2007	Biennial Total
FTE's	9.9	7.9	8.9
GFS	\$0	\$0	\$0
Other	\$1,000,000	\$1,135,000	\$2,135,000
Total	\$1,000,000	\$1,135,000	\$2,135,000

**Statewide Result Area:** Improve the economic vitality of businesses and individuals

**Statewide Strategy:** Provide consumer protection

#### Expected Results

Provide high-quality services to UTC staff; use agency resources efficiently and effectively; and implement the agency's strategic plan.

Percentage of time the agency website, including records management system, is available to the public.				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	99.5%		
	7th Qtr	99.5%		
	6th Qtr	99.5%		
	5th Qtr	99.5%		
	4th Qtr	99.5%		
	3rd Qtr	99.5%		
	2nd Qtr	99.5%		
	1st Qtr	99.5%		
Not measured in 2001-2003.				

### A002 Agency Commissioners

Appropriation Period: 2005-07 Activity Version: 2E - Agency recast for 06 supplemental

Three commissioners regulate private utility and transportation businesses in the public interest by reviewing company filings, making decisions on contested matters, adopting rules for regulated industries, and advocating Washington's interests before national and regional forums. The commission is both a quasi-judicial and quasi-legislative state agency. Matters brought before the commission include rule makings; changes to company rates, terms, or conditions for service (tariff revisions); and requests by companies to take action, such as transferring property, issuing securities, or changing accounting practices. Issues involving substantial disagreements or those requiring further fact-finding become formal, adjudicated legal proceedings under the Administrative Procedures Act.

	FY 2006	FY 2007	Biennial Total
FTE's	7.5	7.5	7.5
GFS	\$0	\$0	\$0
Other	\$1,069,000	\$1,059,000	\$2,128,000
Total	\$1,069,000	\$1,059,000	\$2,128,000

**Statewide Result Area: Improve the economic vitality of businesses and individuals**

**Statewide Strategy: Provide consumer protection**

### Expected Results

Services are available, reliable and safe; hearings are timely and fair; rates are stable and reasonable; and Washington interests are considered by national policy makers.

Percent of UTC decisions in non-consent cases appealed and upheld.				
Biennium	Period	Target	Actual	Variance
2005-07	6th Qtr	95%		
	2nd Qtr	95%		
Based on calendar year.				
Not measured in 2001-2003.				

## A003 Pipeline Safety

Washington is one of nine states granted inspection authority over interstate hazardous liquid and natural gas pipelines by the federal government. The UTC inspects interstate and intrastate pipelines to ensure they are constructed and operate in accordance with state and federal statute and regulation; audits company practices; investigates accidents; reviews design and construction of new pipelines; develops pipeline rules and policies to protect Washington citizens, enhance the safe movement of these products, and seeks enforcement of regulations where appropriate; and works closely with local governments, community organizations, first responders, and citizens to ensure they are informed of pipeline issues in their communities.

Appropriation Period: 2005-07 Activity Version: 2E - Agency recast for 06 supplemental

	FY 2006	FY 2007	Biennial Total
FTE's	16.5	16.3	16.4
GFS	\$0	\$0	\$0
Other	\$2,496,000	\$2,447,000	\$4,943,000
Total	\$2,496,000	\$2,447,000	\$4,943,000

**Statewide Result Area: Improve the safety of people and property**

**Statewide Strategy: Prevent accidents and prepare for emergencies**

### Expected Results

Safe operation of pipelines, with no leaks, explosions, damage or injury. Informed communities.

Number of gas and hazardous liquids incidents per hundred miles of pipe.				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	0.32		
	4th Qtr	0.32		

## A004 Public Counsel

The Public Counsel Section of the Office of the Attorney General is responsible for representing the interests of residential and small commercial customers in electric, gas, and telecommunications proceedings before the UTC and state courts. Although Public Counsel is funded through the UTC budget, it is a branch of the Attorney General and thus, is independent of the commission.

	FY 2006	FY 2007	Biennial Total
FTE's	0.0	0.0	0.0
GFS	\$0	\$0	\$0
Other	\$589,000	\$586,000	\$1,175,000
Total	\$589,000	\$586,000	\$1,175,000

**Statewide Result Area: Improve the economic vitality of businesses and individuals**

**Statewide Strategy: Provide consumer protection**

### Expected Results

Effective representation of residential and small commercial rate payers before the Commission.

Percentage that financially supports Public Counsel activity.				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	100%		
	4th Qtr	100%		

## A005 Railroad Safety

The commission provides for public and railroad employee safety by implementing engineering, compliance, and education programs that reduce deaths, injuries, and property damage on or around railroads. Inspectors work with local road authorities, the Washington State Department of Transportation, railroad companies, and the public to ensure that railroad/highway crossings and warning devices are designed, built, maintained, altered, and closed in the safest possible manner. Inspectors enforce laws and rules to ensure the safety of hazardous materials handling, track structures, operating practices, signals, clearances, and walkways. Trespassing and crossing accidents and derailments are investigated to identify rule violations and general safety problems. Staff participate in Operation Lifesaver, a national program to inform the public about rail safety issues.

	FY 2006	FY 2007	Biennial Total
FTE's	9.5	9.5	9.5
GFS	\$0	\$0	\$0
Other	\$1,182,000	\$1,423,000	\$2,605,000
Total	\$1,182,000	\$1,423,000	\$2,605,000

**Statewide Result Area:** Improve the safety of people and property

**Statewide Strategy:** Prevent accidents and prepare for emergencies

### Expected Results

Citizens are safe from injury, accident, and property damage involving railroads.

Number of trespass collisions per million train miles.
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## A006 Regulation of Consumer Services

This activity ensures that regulated companies treat consumers fairly and consistently. This is accomplished by mediating disputes between consumers and regulated companies; responding to consumers' questions about service and consumer rights and responsibilities; providing technical assistance to companies to help them improve service delivery and reduce complaint levels; analyzing complaint data for consumer fraud, deception, or abuse; conducting formal investigations into companies that appear to be using unfair, misleading, or deceptive business practices; making recommendations on needed compliance actions or improvements; and monitoring companies after formal action to ensure the commission's directives are met.

Appropriation Period: 2005-07 Activity Version: 2E - Agency recast for 06 supplemental

	FY 2006	FY 2007	Biennial Total
FTE's	21.1	21.1	21.1
GFS	\$0	\$0	\$0
Other	\$1,753,000	\$1,708,000	\$3,461,000
Total	\$1,753,000	\$1,708,000	\$3,461,000

**Statewide Result Area: Improve the economic vitality of businesses and individuals**

**Statewide Strategy: Provide consumer protection**

### Expected Results

Customers are protected from fraud and abuse; complaints are resolved quickly; and companies treat customers fairly.

Number of complaints received per quarter.				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	944		
	7th Qtr	944		
	6th Qtr	944		
	5th Qtr	944		
	4th Qtr	944		
	3rd Qtr	944		
	2nd Qtr	944		
	1st Qtr	944		

Percentage of customers who indicated they had positive interactions with the Consumer Affairs staff regarding their complaint.				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	94%		
	4th Qtr	94%		

## A007 Regulation of Energy Companies

The regulation of energy companies involves overseeing rates and business practices of investor-owned natural gas and electric utilities to protect consumers, encourage investment, and ensure adequate energy supplies and reliable service. This is done by reviewing tariff changes and contracts of regulated energy companies, reviewing annual reports and other technical information, presenting expert testimony in contested cases before the commission, and adopting and enforcing rules for regulated companies.

Appropriation Period: 2005-07 Activity Version: 2E - Agency recast for 06 supplemental

	FY 2006	FY 2007	Biennial Total
FTE's	25.9	25.9	25.9
GFS	\$0	\$0	\$0
Other	\$8,051,000	\$7,988,000	\$16,039,000
Total	\$8,051,000	\$7,988,000	\$16,039,000

**Statewide Result Area: Improve the economic vitality of businesses and individuals**

**Statewide Strategy: Provide consumer protection**

### Expected Results

Consumers pay fair rates; companies invest to ensure adequate energy supplies and reliable service; and the UTC resolves regulatory issues promptly and fairly.

Washington investor-owned electric utility customer bills as a ratio of national investor-owned electric bills.				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	0.91		
	4th Qtr	0.91		
Current biennium figures not yet available.				

## A008 Regulation of Water Companies

The regulation of water companies involves overseeing rates and business practices of regulated water companies. This is accomplished through working with privately-owned water companies and their customers to set fair rates for drinking water; protecting captive water customers from potential abuse by water companies; developing, explaining, and enforcing water rules and policies to protect consumers and encourage investment; reviewing tariff changes of regulated water companies; and working with water companies and the Department of Health's Drinking Water Program to resolve service complaints about water quality and quantity issues.

	FY 2006	FY 2007	Biennial Total
FTE's	6.1	6.1	6.1
GFS	\$0	\$0	\$0
Other	\$178,000	\$178,000	\$356,000
Total	\$178,000	\$178,000	\$356,000

**Statewide Result Area: Improve the economic vitality of businesses and individuals**

**Statewide Strategy: Provide consumer protection**

### Expected Results

Appropriation Period: 2005-07 Activity Version: 2E - Agency recast for 06 supplemental

Commissioners, companies, customers, and stakeholders have the information they need to determine whether rates are fair, just, reasonable, and sufficient and that other filings are in the public interest; captive customers are protected from potential abuse by monopoly water companies; water companies invest to provide high quality water supplies; and regulatory issues are resolved promptly and fairly.

Ratio of closed to opened docket filings per quarter.				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	1		
	7th Qtr	1		
	6th Qtr	1		
	5th Qtr	1		
	4th Qtr	1		
	3rd Qtr	1		
	2nd Qtr	1		
	1st Qtr	1		
Not measured in 2001-2003 biennium.				

## A009 Solid Waste Companies Licensing, Regulation, and Safety

Solid waste regulation involves overseeing rates, service areas, safety, and business practices of regulated solid waste collection companies to ensure reasonable rates and desired services. This includes setting fair rates for the collection of residential and commercial garbage and residential recyclables; resolving billing and service problems; auditing companies; adopting and enforcing laws and rules; participating with counties and cities in the development of comprehensive solid waste management plans; working with collection companies to implement the plans; and collaborating with the Department of Ecology on recycling and the State Solid Waste Management Plan.

	FY 2006	FY 2007	Biennial Total
FTE's	13.1	13.1	13.1
GFS	\$0	\$0	\$0
Other	\$965,000	\$950,000	\$1,915,000
Total	\$965,000	\$950,000	\$1,915,000

**Statewide Result Area: Improve the economic vitality of businesses and individuals**

**Statewide Strategy: Provide consumer protection**

### Expected Results

Fair rates; safe operations; services that customers and local governments want; financially sound companies; satisfied partners; and prompt and fair resolution of regulatory issues.

Appropriation Period: 2005-07 Activity Version: 2E - Agency recast for 06 supplemental

Number of docket filings per quarter.				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	45		
	7th Qtr	45		
	6th Qtr	45		
	5th Qtr	45		
	4th Qtr	45		
	3rd Qtr	45		
	2nd Qtr	45		
	1st Qtr	45		
Not measured in 2001-2003 biennium.				

Percentage of companies with a current compliance review
Not measured in 2001-2003 biennium.

Ratio of closed to opened filings per quarter.				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	1		
	7th Qtr	1		
	6th Qtr	1		
	5th Qtr	1		
	4th Qtr	1		
	3rd Qtr	1		
	2nd Qtr	1		
	1st Qtr	1		
Not measured in FY 02.				

## A010 Telecommunication Companies Licensing and Regulation

Regulation of telecommunications companies involves reviewing tariff and price list changes, contracts, and interconnection agreements; removing regulation as competition increases; monitoring the financial performance of approximately 20 companies that continue to have a captive customer base; providing leadership on policy and operational issues within the telecommunications industry; working closely with all segments of the telecommunications industry, including other government agencies and unregulated carriers such as wireless companies and Internet service providers; presenting expert testimony in contested cases; helping telecommunications competitors resolve their disputes informally; and, when necessary, participating in formal arbitration and enforcement cases.



Appropriation Period: 2005-07 Activity Version: 2E - Agency recast for 06 supplemental

	FY 2006	FY 2007	Biennial Total
FTE's	26.6	26.2	26.4
GFS	\$0	\$0	\$0
Other	\$1,782,000	\$1,743,000	\$3,525,000
Total	\$1,782,000	\$1,743,000	\$3,525,000

**Statewide Result Area: Improve statewide mobility of people, goods, and services**

**Statewide Strategy: Improve mobility system quality and service**

### Expected Results

Telephone service is universally available; the telecommunications industry is competitive; telecommunications companies invest to provide reliable service; consumers are protected from unfair business practices; and regulatory issues are resolved promptly and fairly.

Measure of competition in the telephone industry using the Herfindahl-Hirschman Index, a widely used index of market concentration.				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	7,400		
	4th Qtr	7,400		

Percentage of interruptions of service restored by reporting companies within 48 hours.				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	99%		
	4th Qtr	99%		
Not measured in 2001-2003 biennium.				

## A011 Transportation Companies Licensing, Regulation and Safety

This activity oversees rates, routes, services, safety, and business practices of regulated bus companies, household goods carriers, airporters, low-level radioactive waste disposal sites, and commercial ferries. It includes rulemaking, permitting firms to do business, setting fair rates, resolving billing and service problems, auditing companies, and enforcing laws and rules.

	FY 2006	FY 2007	Biennial Total
FTE's	19.1	19.0	19.1
GFS	\$0	\$0	\$0
Other	\$1,506,000	\$1,459,000	\$2,965,000
Total	\$1,506,000	\$1,459,000	\$2,965,000

Appropriation Period: 2005-07 Activity Version: 2E - Agency recast for 06 supplemental

**Statewide Result Area: Improve the safety of people and property**

**Statewide Strategy: Prevent accidents and prepare for emergencies**

### Expected Results

Customers pay reasonable rates; service is safe, reliable, and available; and regulated companies get fast, reliable service from the UTC.

Percentage of companies with a current compliance review.				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	100%		
	4th Qtr	100%		

Percentage of motor carriers registering/renewing on-line.				
Biennium	Period	Target	Actual	Variance
2005-07	6th Qtr	50%		
	2nd Qtr	50%		
<i>On-line renewal not available in 2001-2003 biennium.</i>				

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**Grand Total**

	FY 2006	FY 2007	Biennial Total
FTE's	155.3	152.6	154.0
GFS	\$0	\$0	\$0
Other	\$20,571,000	\$20,676,000	\$41,247,000
Total	\$20,571,000	\$20,676,000	\$41,247,000